

Mobile Surveillance

User Manual

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Mobile Surveillance

SuperLive Plus is a new generation of independent research and development surveillance App based on mobile platform. This App enhances the interfacial design, function integration and technology optimization compared with the last version. Additionally, it is compatible with our new generation of platform DVR/NVR.

Main Features:

- Re-designing the interface makes the operation easier and the interface look better.
- The P2P connection makes the connection faster and more stable.
- Support H264/H265 decoding
- Gesture lock makes the surveillance system safer.
- Support push settings and notifications
- The functions of sharing to the third App or platform, including screenshot sharing, device sharing, dropbox sharing, downloading address sharing and Email sharing, help to approach each other anytime and anywhere.
- Support varies of notable features, eg., device preview, multi-channel playback and multiple convenient gesture operations.
- Support PTZ mode, fisheye mode & AI mode preview
- Support search face image by image, by name or by event
- Support face track and body temperature display
- Support multi-device access, including thermal cameras, face recognition and temperature measurement terminals, AI cameras, SMT, DVR, NVR, etc.
- Support account management

1 Network Configuration

1.1 Access Device via LAN

- Connect device (IPC/DVR/NVR/SMT/Panel) via wireless router. Then check DHCP both in router and device to automatically obtain IP address or enter the IP address manually.
- Use WIFI function in your mobile phone to connect the wireless router.
- Add the IP address and port of the device or scan the QRCODE of the device to add the device in the mobile phone surveillance client.

Note: Make sure your phone network and device network are in the same network segment on LAN.

1.2 Access Device via 2G/3G/4G/5G Network of the Phone

- Set the device (IPC/DVR/NVR/SMT/Panel) network. Please go to the network setup interface of the device.
 - If you use PPPoE to connect device, please enable PPPoE and enter username and password received from you ISP in the network interface. Then tap “Apply”. If you want to

use dynamic domain name, please apply for a domain name in a DNS server supported by the device.

- If you have a static WAN IP address, please go to network setup interface to enter your IP address, gateway and port.
- If you use LAN IP address, please go to network setup interface to enter your IP address, gateway and port and then forward IP address and port number in virtual server setup of the router or virtual server (If you has enabled the UPnP function in both the device and router, you can skip this step). Port forwarding setting may be different in different routers and servers. Please refer to the router's manual for details. After you forward your LAN IP address and port, please check the WAN IP address in the router or server.
- Add the WAN IP address or domain name of the device or scan the QR CODE of the device to add the device in the mobile phone surveillance client.

2 Install APP

This surveillance APP can be searched and installed through iPhone/iPad and Android smart phones. The installation steps are as follows.

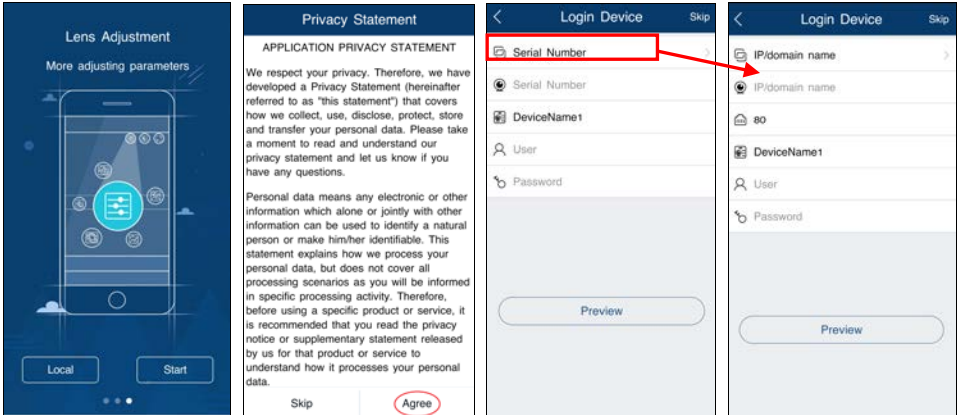
- ① Run “Google Play” (or “APP Store”) program.
- ② Search “SuperLive Plus”.



- ③ Tap “SuperLive Plus” to download the software.
- ④ Follow directions to install the software.

3 Login

After you install this APP, run it and then slide left to view some features of this APP. Tap “Start” and then read and agree “Privacy Statement” as shown below.



➤ Login by Serial number

Manually enter the serial number, nickname, username and password, and then tap “Preview” button to go to the live interface. (To get the serial number for DVR/NVR, please click Start→Settings→Network—NAT).

Note: If the device and the mobile client are in the different network segment, the device shall support QRCODE and enable the NAT.

➤ Login by domain name or IP Address

- ① Input IP address/domain name, nick name, user and password.
- ② Tap “Preview” to go to the live interface.

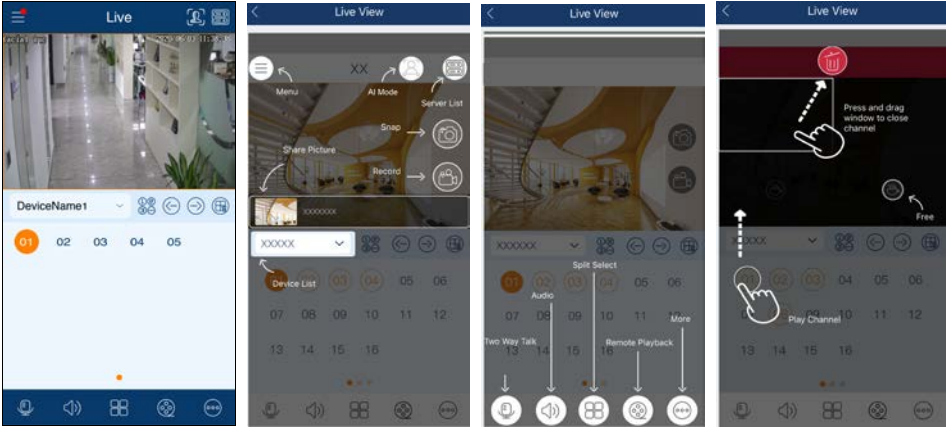
Domain name/IP Address: WAN IP address (or domain name) plus HTTP port of the device. For example: 210.21.183:89 or 123.dvrddns.com:89.

User and Password: The login user and password of the device. The default user name is *admin* and the default password is *123456*.

4 Live View

4.1 Live View Introduction

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Close channel preview: Drag the window to the deletion button to close the channel preview.

Channel preview: Choose a window and tap the channel number to preview the channel.

Device preview: Choose a device name and tap . Then it will play according to the following rules.

- 1) If the channel quantity is less than or equal to the current screen display mode, all channels of the device will be previewed in the current screen display mode.
- 2) If the channel quantity is more than the current screen display mode and the current screen display mode is more than 9, the channel of the device will be previewed in the current screen display mode.
- 3) If the channel quantity is more than the current screen mode and the current screen display mode is less than or equal to 9, it will play as the following rules. a) if the channel quantity is more than or equal to 9, 9 channels of the device will be previewed; b) if the channel quantity is less than 9, all channels of the device will be previewed.

Channel indication light in the live interface.

- : Initial state.
- : Sensor alarm/sensor alarm based recording
- : Manual recording
- : Intelligence alarm based recording
- : Motion alarm/motion alarm based recording
- : POS recording
- : Schedule recording

Icons in the live interface

- : Main menu button; tap it to go to **Remote Setting, Local Setting, Sever List, File** and so on.
- : Tap it to go to **Server List**.
- : Tap it to enter the AI view mode.
- : Free channel.
- : Channel display.

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: Tap it to play the previous channel group.



: Tap it to play the next channel group.



: Close all previews.



: Open/close two-way talk.



: Open/close the audio.



: Tap it to choose 1/4/9/16 screen(s) display mode. Tap “More” to choose more screen display modes.



: Tap it to go to the remote playback interface.



: Tap it to view more menus, such as add favorite, manual alarm, etc.

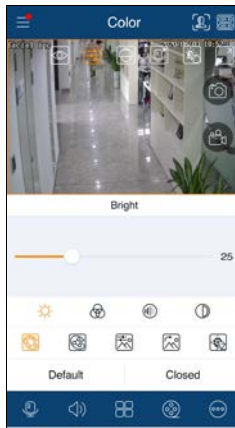
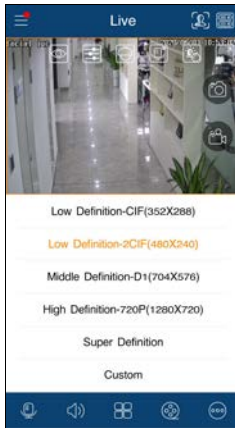
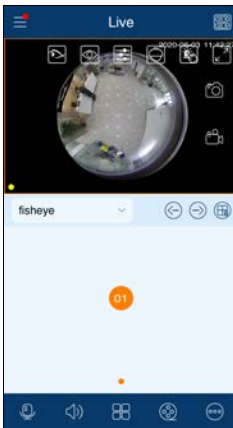



: Snap. Choose the channel and tap it to capture the channel image.



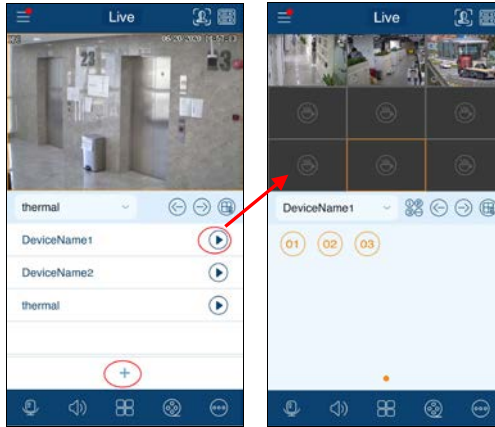
: Open/close the local record.


It will go to the single channel display mode by double tapping one channel. After tapping this single channel, the following icons will be displayed.

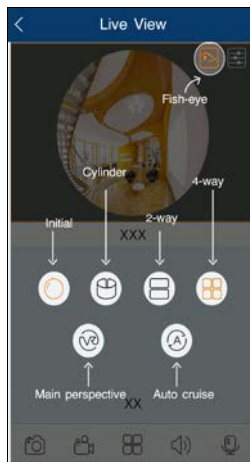



Tap the device name (like “thermal”) to show device name list as shown below. Tap  button to play all channels of this device. Tap “+” button to add new devices.


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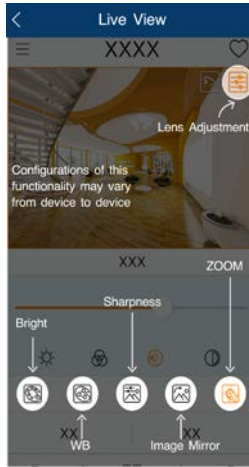


: Fisheye mode. This icon appears only when this channel is a fisheye camera. Tap this icon to go to fisheye display mode as shown below. Different view modes can be selected in this interface.



: Tap it to choose the definition of the current image.

: Tap it to adjust the image. The brightness, white balance, sharpness, image mirror and zoom can be set.



: Zoom adjustment (this function is only available for cameras with motorized lens).

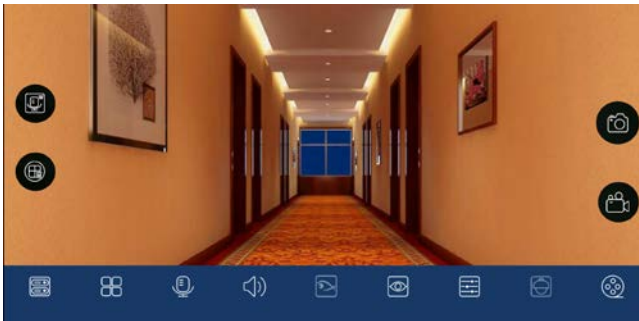


: Tap it to go to PTZ mode. You may control the PTZ by sliding the screen.

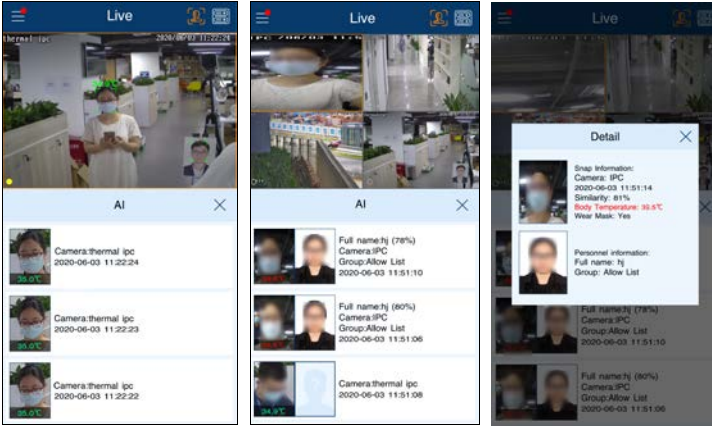



: Full screen.

Turn your phone and make the live image display in landscape mode or go to the full screen mode. Then the following icons will be displayed by tapping the current image.




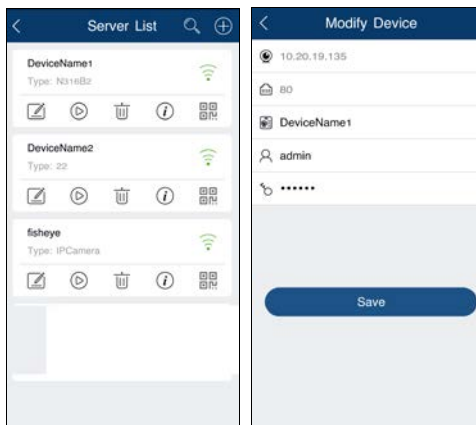
4.2 AI View Mode



Tap  to enter the AI view mode as shown above. In the above interface, you can view the captured pictures, face match information, body temperature, capture time, etc. If the detected temperature exceeds the pre-defined threshold, the displayed temperature value will turn red. Tap on the captured picture to view the detailed information. In the detailed information display window, you can view the similarity, mask status, body temperature, capture time, group, etc. Note: Only the camera or device supports temperature measurement/mask detection/face recognition, can the corresponding information be displayed.

5 Server List

In the live view interface, tap  to enter the server list interface. In the server list interface, you can add, modify, share and check the information of the device.



After you go to the server list interface, the added devices will be listed.



: Tap this icon to return to the live view interface.



: Connection Status; green means successful connection; grey means connection failure.



: Tap it to delete the device.



: Tap it to modify the device.




: Tap it to view the device information (like device name, firmware version, etc.)



: Tap it to preview the device.




: Tap it to enlarge QR code. Press and hold the QR code to share this device.

Tap  to add a device. You can add the device through IP address/domain name/serial number/scanning the QR code.




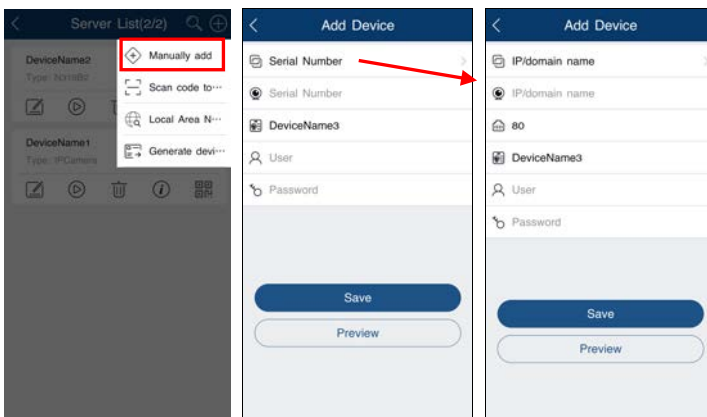
: Tap it and enter the key words to search the desired device.

5.1 Adding Device

In the server list interface, tap . This will bring a drop-down menu. You can add devices in different ways (including “Manually add”, “Scan code to add” or “Local Area Network Search”)

- Manually Add

Select “Manually Add” to add device by entering the serial number, IP address (IPv4/IPv6) or domain. Tap  Serial Number to switch to “IP/domain name” .

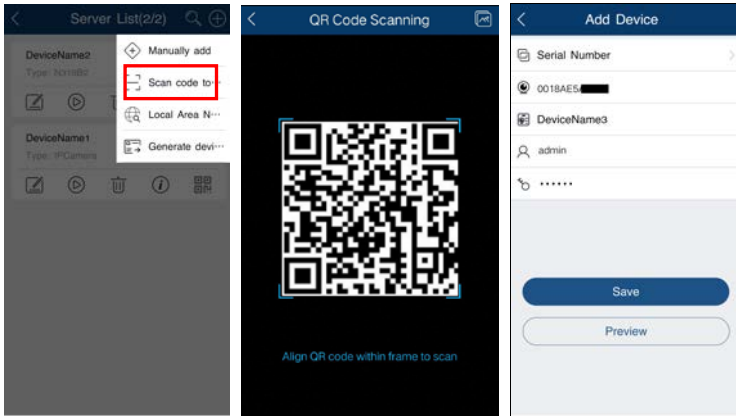


For the detailed steps of adding device by serial number, please refer to 2 Login.

Note: You can add devices by IPv4 or IPv6 in this APP.

- Adding device by scanning QRcode

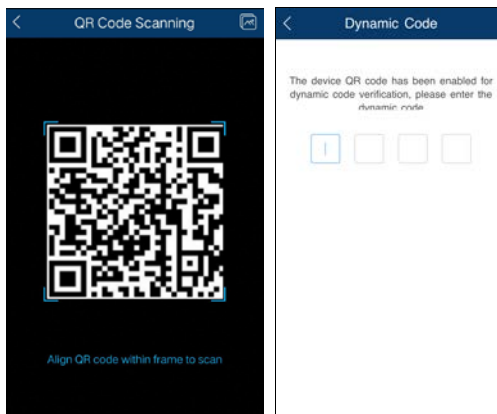
Select “Scan code to add” and then scan the QRcode of the device.




The serial number of the device can be shown automatically. Then enter the nickname, username and password to add it. After that, tap “Save” to save the settings. You can also scan the QRcode of the device shared by others.

Note: If the device and the mobile client are in the different network segment, the device shall support QRcode and enable the NAT. Then it will take effect after you scan the QRcode. (For NVR/DVR, click Start→Settings→Network→NAT to scan the QRcode).

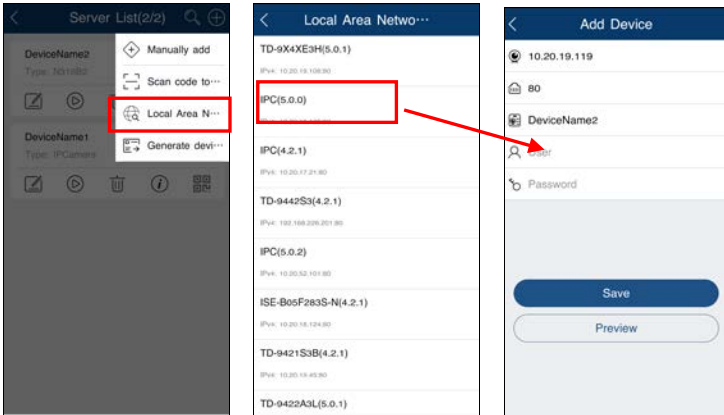
For the latest version of the NVR/DVR, there is no need for you to enter the username and password after scanning the QRcode. If the dynamic code of the NVR/DVR is enabled, you only need to enter the dynamic code.



Additionally, you can tap  to select the QR code image shared by others. If the QR code is encrypted, a password verification box will pop up. Only when the password entered is correct, can the device information be shown. Check the device you want to add and then tap “Add” to add it.

- Quickly Add

Tap “Local Area Network Search” and then the devices in the same local network will be listed.



Select the device and then its IP address will be automatically filled in. Enter the nickname, username and password, and then tap “Save” to quickly add it.

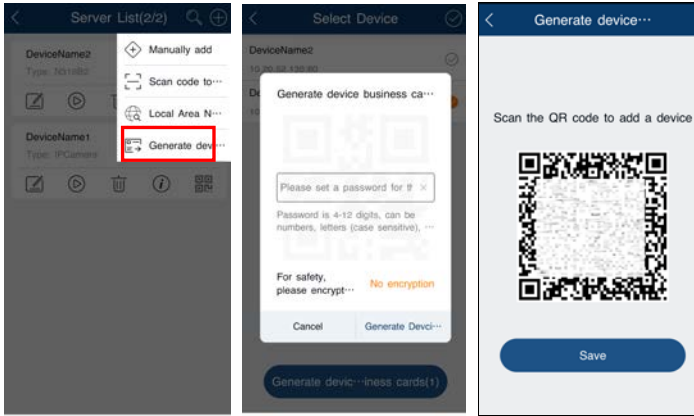
Note: The device with IPv6 address can be searched in the LAN.

5.2 Adding Multi-Device


You can add multi-device by scanning the QR code of these devices from other APP users. The information of multiple added devices can be generated to one QR Code which can be saved and shared. These devices can be added once by scanning this QR Code. The setting steps are as follows:

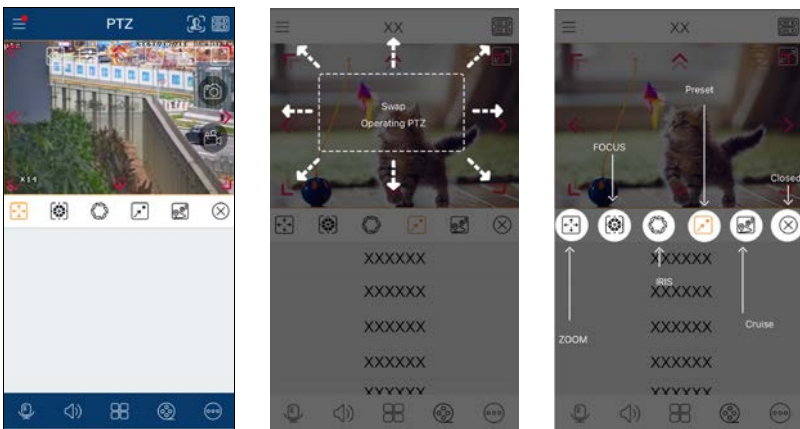
1. Tap “Generate device business cards”.
2. Select one or more added devices.
3. Set a password.
4. Tap “Generate device...”.
5. Tap “Save” to save this QR Code to the album.
6. Share this QR Code with others.

7. Scan this QR Code to add.



6 PTZ Control

The added device must support PTZ function, or PTZ mode cannot be enabled. Tap  button to see the following image.





Please control the PTZ by sliding the image in the direction of the arrow marked on the image. The PTZ will automatically focus on the little red circle by tapping on the image. Then the 3D function can be enabled (the added device must be support 3D function, or this function is invalid).

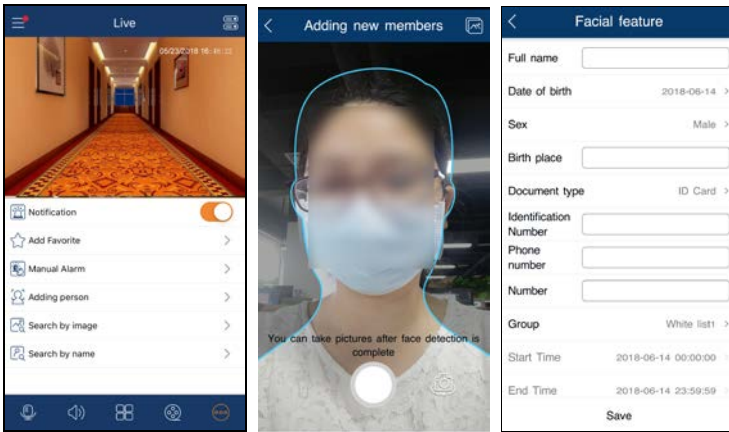
7 Smart Search

7.1 Adding Person


Only the device with face search function supports the following applications.

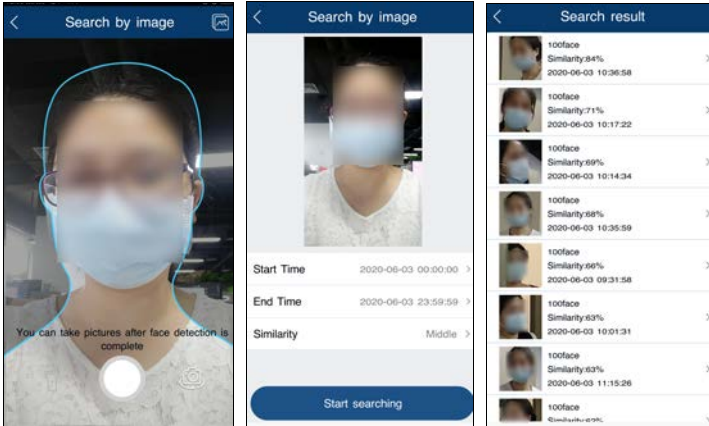
1. Adding new members


- ① Tap  and select “Adding person” to go to the following interface.
- ② Take a snapshot of a person or tap  to select a face in your album.
- ③ Fill in the relevant information of the person and save it.

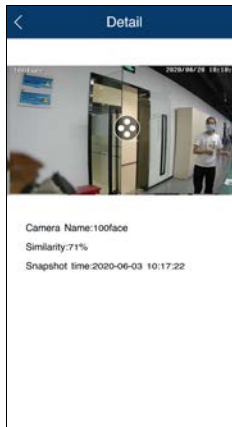


7.2 Search by Image

- ① Select “Search by image”.
- ② Take a photo of a person or tap  to select a face in your album.
- ③ Set the similarity, start and end time.
- ④ Tap “Start Searching” to search the result.

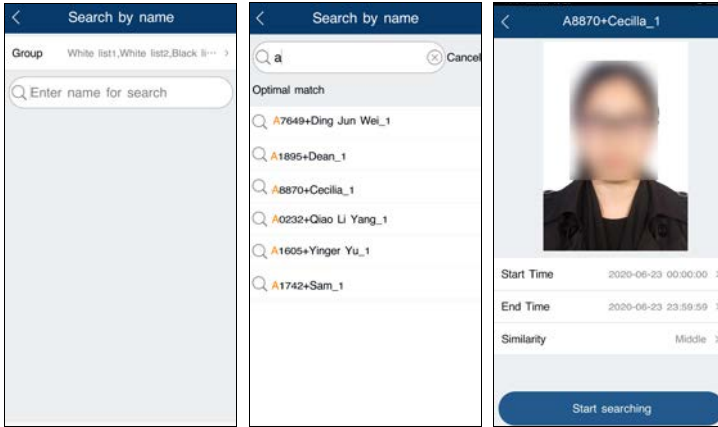



- ⑤ Tap the searched result to view the details, including snapshot time, camera name, face ID and so on.
- ⑥ Tap  in the middle of the image to play the record.

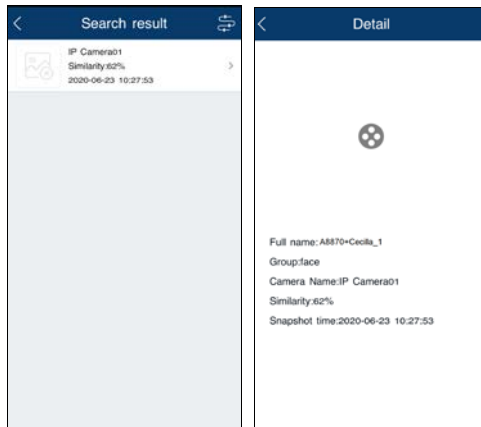


7.3 Search by Name




- ① Select "Search by name".
- ② Select the relevant group and then enter the name you want to search.
- ③ Tap the searched name and then choose a face.

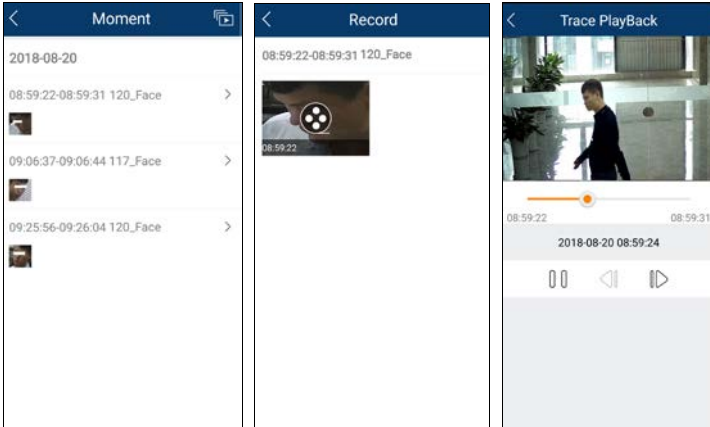


- ④ Set the similarity, start and end time.
- ⑤ Tap “Start searching” to search the result.
- ⑥ Tap the searched result to view the details, including snapshot time, camera name and so on.
- ⑦ Tap  in the middle of the image to play the record.

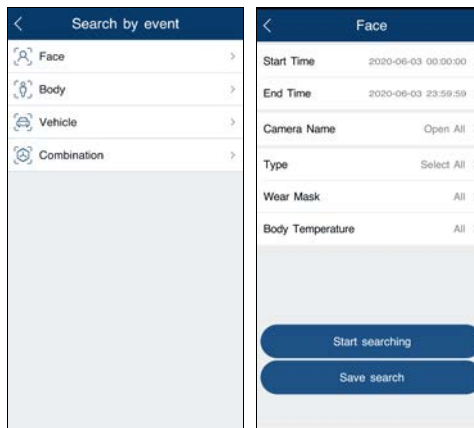


7.4 Trace Playback

- Tap  to view the target in different places. Select one file and tap  button to play the record. Note that the next trace will be automatically played.
- Tap  to play all trace records automatically.



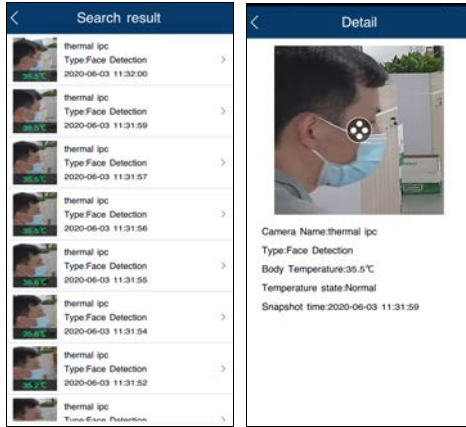
7.5 Search by Event



Different devices support different event types. The above pictures are for reference only. The real interface of the device shall prevail.

The APP can support face search, human body search, vehicle search and combination search (depending on devices). Here we take the face search for example.

- ① Set the start time and end time and choose the desired camera, event type, mask status and body temperature status.
- ② Tap “Start Searching” to view the search result as shown below.



The body temperature, capture time and camera information can be viewed. Tap the searched result to view the detailed information.

8 Alarm

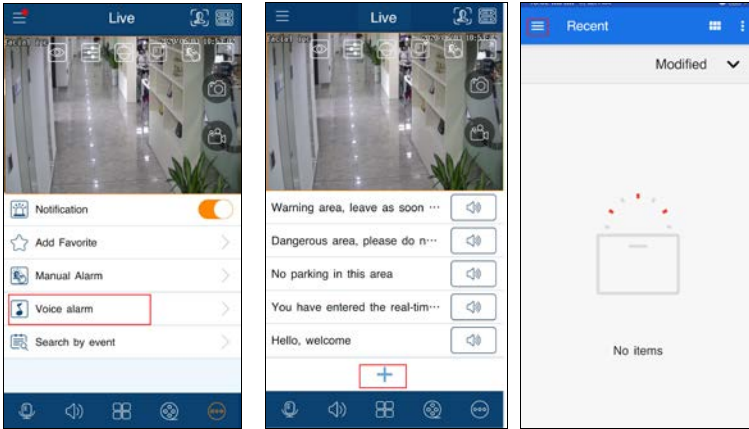
8.1 Manual Alarm




Tap “Manual Alarm” to go to the following interface. If your device doesn’t support alarm out function, please skip the instruction.



Select the desired alarm output and then tap “” to trigger alarm out manually. Tap “” to clear alarm output.

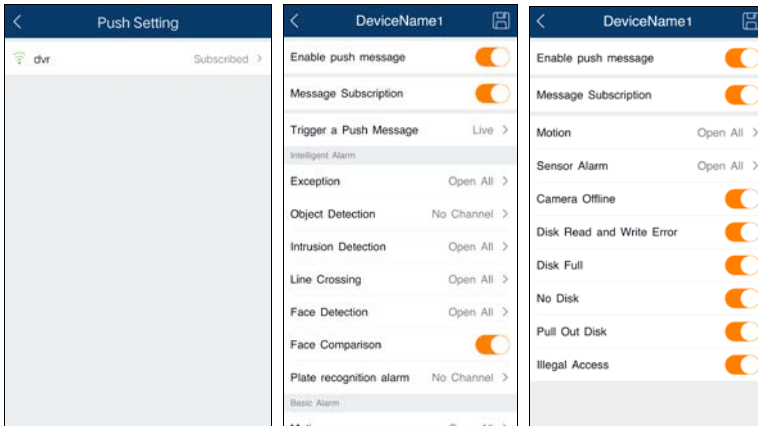
8.2 Voice Alarm



In the live view interface, tap  and then select “Voice Alarm” to enter the voice alarm interface. Tap  and then the camera will automatically sound the warning voice accordingly. Tap “+” to enter the voice adding interface. Tap  to add the local audio.

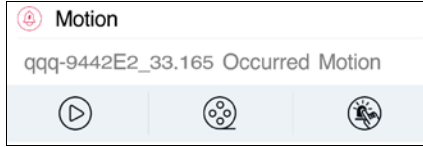
8.3 Push Setting


You can push the information of online devices as shown below.





If the device added to the mobile APP supports temperature reading and mask detection, you can enable over temperature alarm and non-mask alarm.

When an alarm event happens, the alarm information will pop up as shown below.



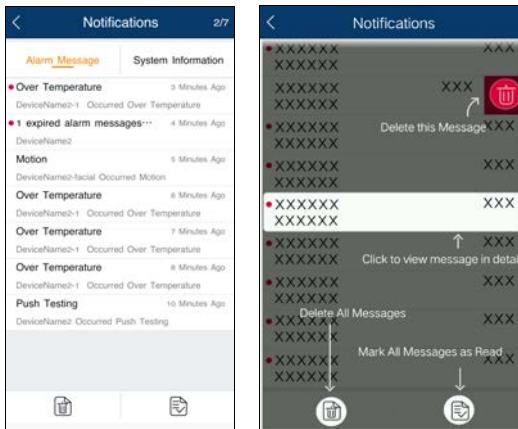
Tap  to view the current video.

Tap  to view the record.

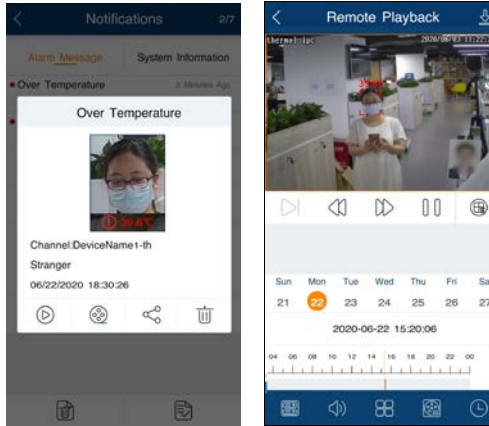
Tap  to set alarm out.

8.4 Notifications


After you enable the device notification function in Push Setting, you can receive the relative information, including alarm message and system information.

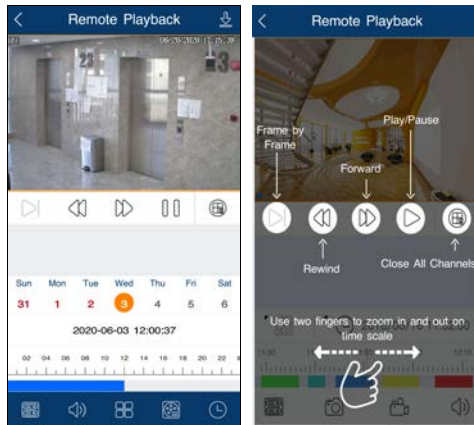


You can view the detailed alarm information of over temperature and watch the playback in the notification interface.

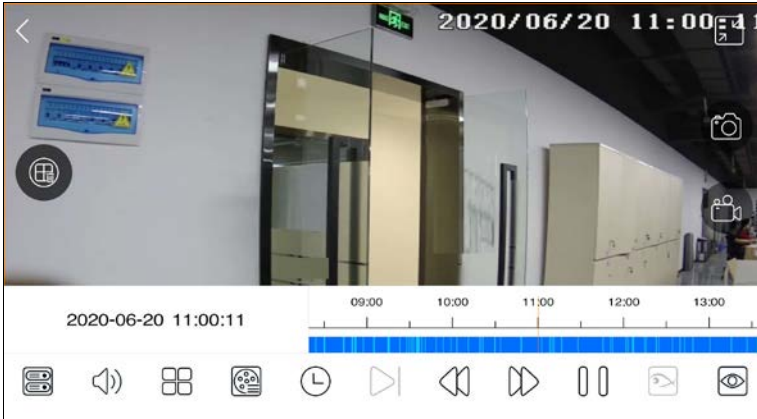











9 Remote Playback

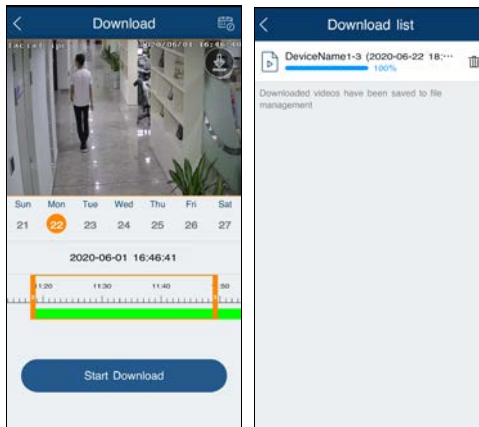
Tap  icon in the live interface to remotely play the record saved in the HDD(s) of the device.



Please control the playback by using the buttons mentioned above. Then turn you phone and make the remote playback display in landscape mode.




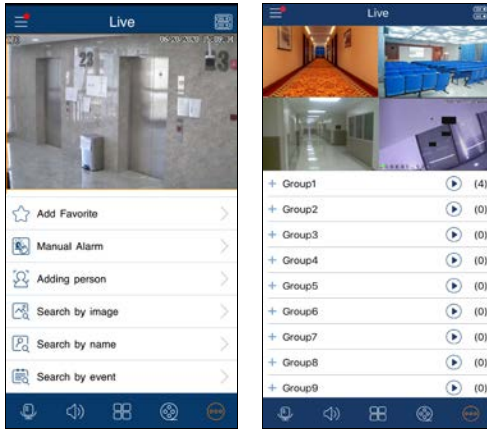
- : Tap it to choose the channel.
- : Open/close the audio.
- : Tap it to select the screen display mode.
- : Choose the recording mode.
- : Tap it to choose date.
- : Open/close the local record.
- : Tap it to choose the definition of the current image.
- : Exit the full screen mode.
- : Tap it to back up the video.





A maximum of 16 backup tasks can be created, but each backup task cannot exceed 30 minutes.

10 Adding Favorite Group


In the live interface, tap  and then select “Add Favorite” to add favorite group.

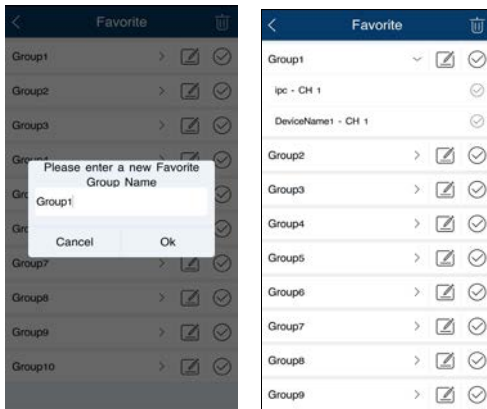





Tap “+” in front of the group name to save the current channels to the favorite group.


You can also tap  to select other screen display mode and channels. Then save these channels to the favorite group. Tap  to play the favorite channels of the group immediately.

To set the favorite group:

In the live interface, tap  icon and then select “Local setting” after you collect the favorite group.




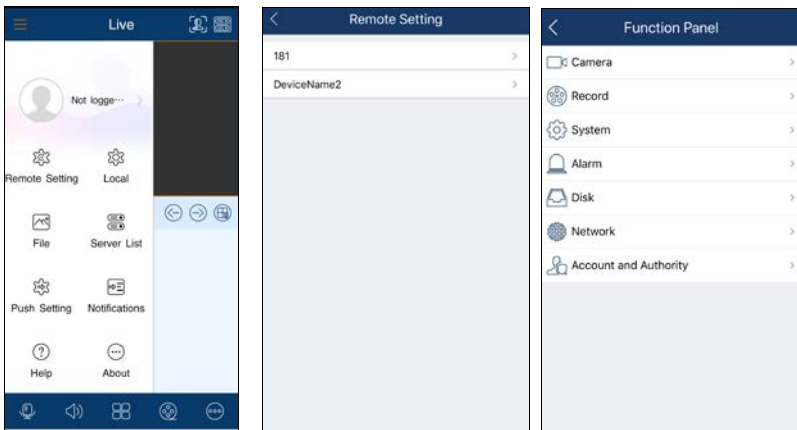
Select the name of the favorite group and tap  icon to modify the name of the favorite group. Tap  icon to show the channels of the group. Select the channel of the favorite group and tap .

icon to delete the channel. Select the group name and tap  icon to delete all channels of the group.

11 Remote/Local Setting

11.1 Remote Setting

In the live interface, tap  icon. This will bring the following menu setup items. Select “Remote setting” to go to the remote setting interface. Then tap the device name to view its function panel (Different devices have different remote setting items. The following pictures are for reference only).



Please refer to the user manual of the device to set the relevant items.

11.2 Local Setting

Select “Local setting” to go to the following interface. Slide down to see all setting items.



Receive New Notification: please enable or disable it as needed.

Playback Time of Pre push message (sec): Choose the time as needed.

Notification: You can choose “No Disturb” or “Sound and Vibration”.

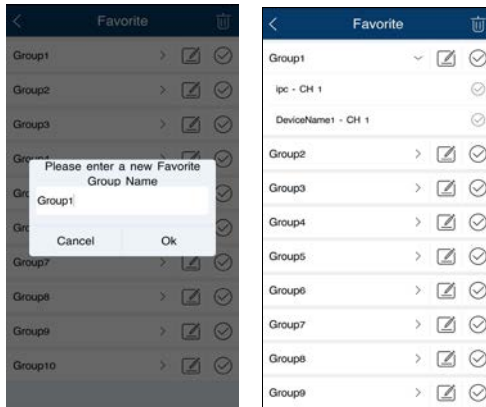
Reserved disk space (MB): 50/100/200/500/1024MB can be optional.





Recycle Recording: Enable/disable record recycle. If enabled, the system will automatically delete the old records and recycle the space if it is completely utilized.

Snap num.: Set the number of snap.

Split snap: Enable/disable split snap.

Favorite: Set the favorite group here after you collect the favorite group.



Select the name of the favorite group and tap  icon to modify the name of the favorite group. Tap  icon to show the channels of the group. Select the channel of the favorite group and tap  icon to delete the channel. Select the group name and tap  icon to delete all channels of the group.

Launch setting: Set to play favorite group or play device or play last preview channels after starting

this software.

Setup Password gesture: For your client privacy safety, you can set password gesture.

Screen Rotation Correction: Please enable it as needed.

OSD: You can enable or disable the local OSD.

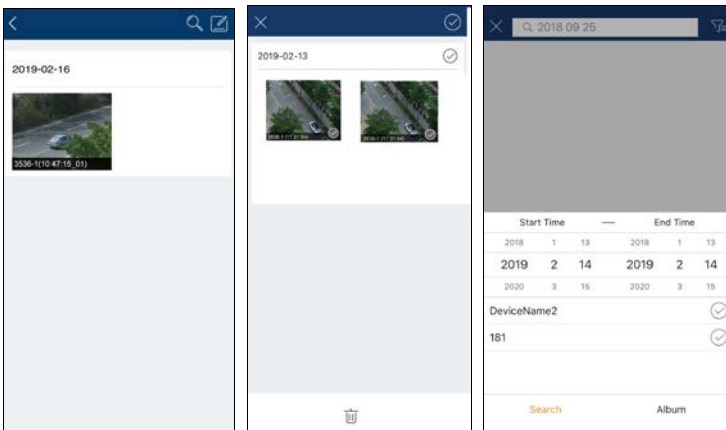
PTZ direction reverse control: Please enable it as needed.

PTZ gesture operation prompts: Please enable it as needed.

Auto connection: Enable or disable it as desired.

12 File Management

Go to the file interface as shown below.



Icon Instruction:



: Return to the live view interface.




: Selection.






: Search



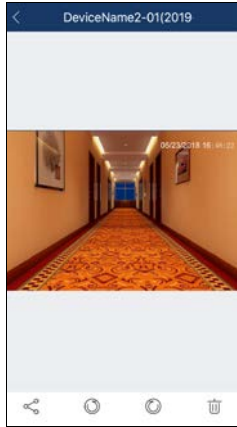
: Tap it to set the specific start and end time and choose the desired devices.

Tap  to search files. You can search files by entering date, time, device name and/or channel. Separate terms with a space.

Tap  and then tap  to select files. Then tap  to delete these selected files.

Picture View:

Select one picture and tap it to view this picture as shown below.



: Return to the previous interface.



: Tap it to rotate a picture to the left.



: Tap it to rotate a picture to the right.

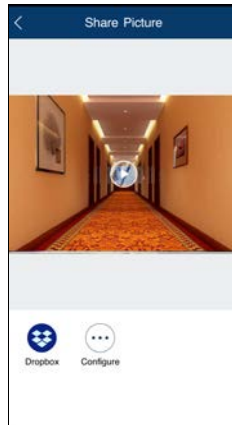
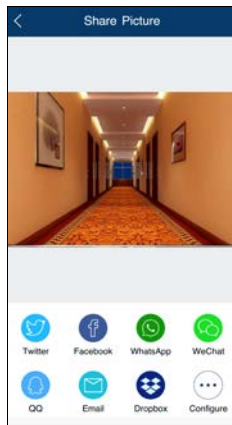


: Tap it to delete the picture.




: Tap it to share pictures on different social media platforms, like Twitter, Facebook, etc.

Additionally, videos can be shared on Dropbox here.

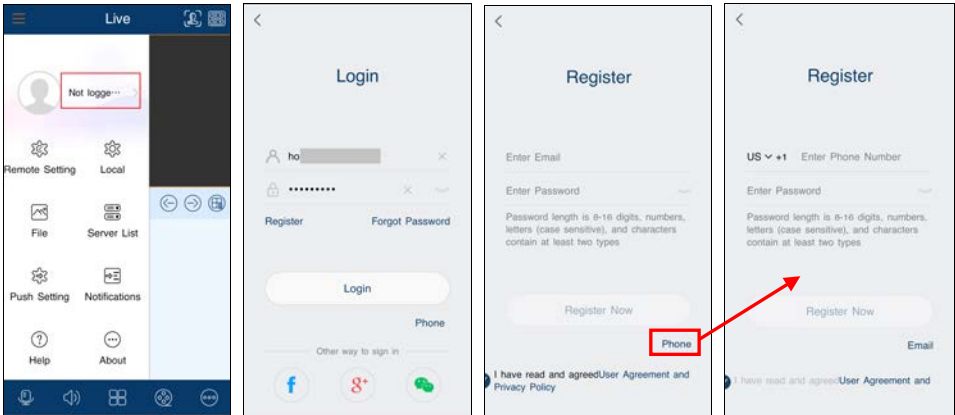


In the file management interface, the local record file can be searched. Tap the play button in the middle of the picture to play the local record file.

13 Account Management

In the live view interface, tap  → “Not logged in” to enter account login interface. If it is the first time for you to log in, please register. You can register an account by Email or phone number. Tap “Register”, check “I have read and agreed User Agreement and Privacy Policy” and then use Email or phone number to register.

Except that, you can also login by the third-party account, like Wechat, Google, Facebook, etc.



After you fill out the relevant information, tap “Register Now” to finish the registration. Then use this account to log in. If you forget the account password next time, please tap “Forgot Password” to retrieve through E-mail or phone.

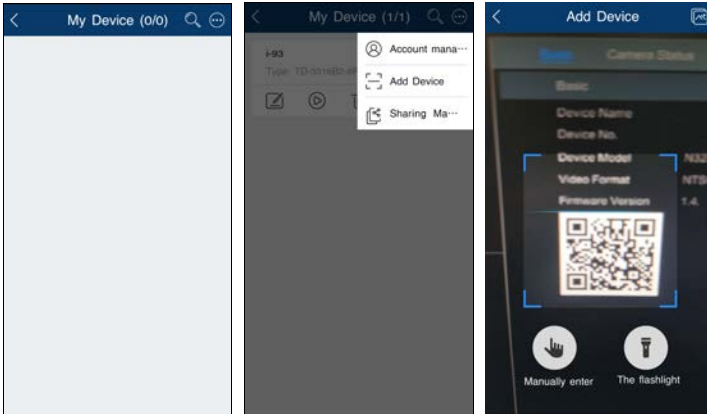
Note: 1. For the added devices in the server list before you log in, after you register your account in this phone, you can view them only when you log in, or these device cannot be viewed.

2. For the added devices in the server list before you log in, after you log in by another account (Not the account registered in this phone), these devices will not be displayed and viewed. Only when you log out, can they be viewed.



3. After you log out your registered account in this phone and then log in another account, the previously added devices cannot be viewed.

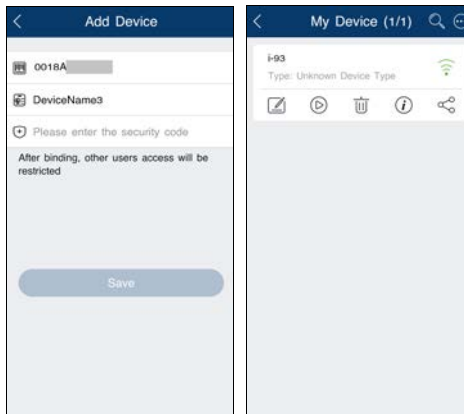
13.1 My Device

After the account is logged in, the following interface will be displayed.



● Adding devices to My Device

1. In the “My Device” interface, tap  to select “Scan...” as shown above.
2. Scan the QRcode of the device or tap  to get the QRcode. After that, the system will automatically get the serial number. Or you can tap “Manually enter” to enter the serial number manually.
3. Enter the nickname and security code and then tap “Save” to save the settings. After the device is added to your account, you can modify its nickname, preview image, view the device information and share it with others.



How to get QR code and security code:

For NVR(the latest version), click Start→Settings→Network→NAT to get the relevant information.

Note: 1. The device you want to add to My Device of the account must support APP account management.


2. One device only can be bound to one account. If the device is already bound to another account, it cannot be bound again.

3. For the bound device, other APP users can add it by sharing with the bound user. The user who shares the device with others unbinds it, the sharing relationship will end and the device used by other shared APP users will be unavailable.

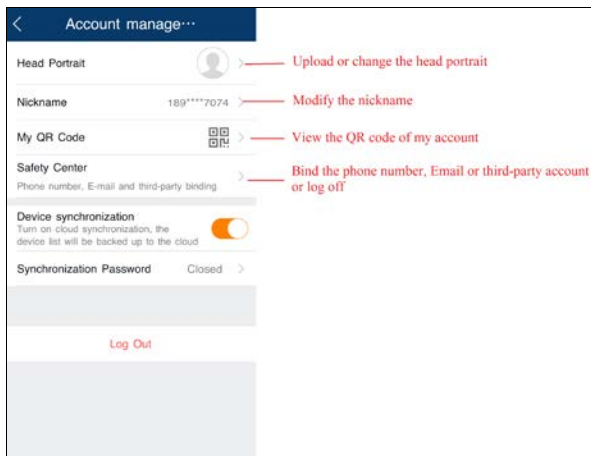
4. Only when you log in your account, can you view the device added to the account.

5. If the security code is modified in the NVR, the NVR bound to the account of the mobile APP will not be connected. You must modify the security code of the NVR in the mobile APP, too.

13.2 Account Management

In the “My Device” interface, the following interface will be shown by tapping  and selecting “Account management”.

In this interface, you can manage your registered account, including changing your photo/nickname, checking My QRcode, binding mobile phone number, email, third party account, etc.



My QRcode: This QRcode can be shared with other APP users. By scanning this QRcode, other APP user can quickly get the information of my account. For example, if A wants to share the device of the account with B, the account information of B shall be entered and then A can scan the QRcode of B to quickly fill in the user information.

Device Synchronization: if it is enabled, the local server list will be backed up to the Cloud. When

you log in the APP by another mobile phone, the local server list still can be gotten.

Note: Device Synchronization is real-time synchronization. When one device is deleted from the server list, the server list of the Cloud will be deleted too. When this function is disabled and then enabled again, the servers synchronizing to Cloud are the current servers.

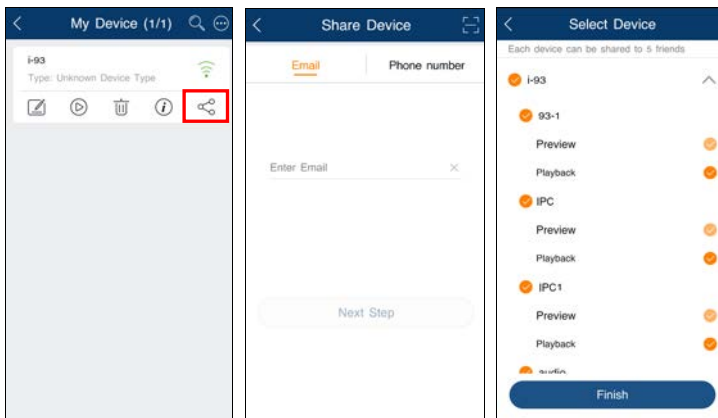
Synchronization Password: if enabled, you need to enter the correct password to get the list of devices backed up in the Cloud when the account is logged on other mobile phones. If you forget the password, you can clear it, but the sever information backed up to the Cloud will be cleared together.

Log out: Tap it to exit the current account.

13.3 Sharing Management

How to share my device with others?


1. In the “My Device” interface, tap the sharing button to enter the “Share Device” interface.



2. Enter the Email or phone number of the other party’s account or scan the QRCode of the other party’s account. Tap “Next Step”.

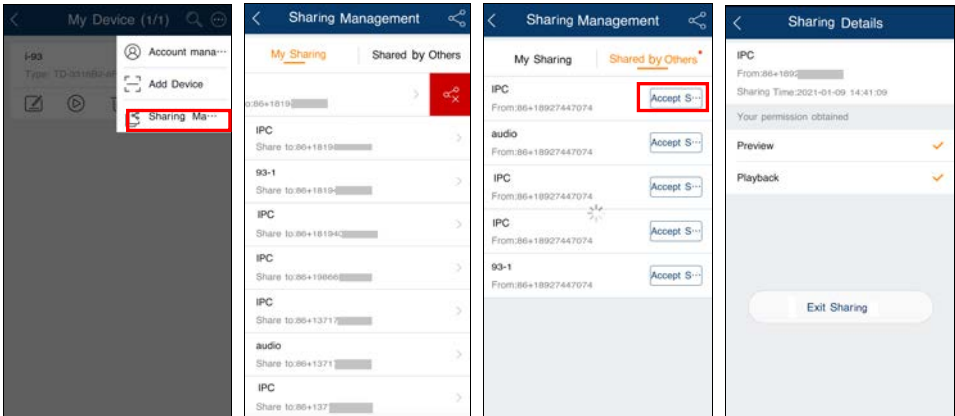
3. Select the device you want to share and then choose the function you want to share (live view or playback).

4. Tap “Finish” to finish sharing.

5. In the other party’s account, tap  → Sharing Management → Shared by Others to go to the “Shared by Others” interface. Then tap “Accept S...”.

Note: one device can be shared with up to 5 friends.

After the account is logging in, “My Sharing” and “Shared by Others” can be viewed.



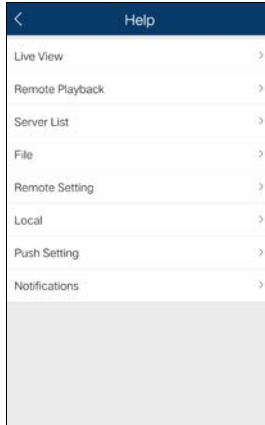
In the “My Sharing” interface, slide left on the sharing device name and tap the deletion button to cancel the sharing.

For the device shared by others, after it is added, tap Sharing Management → Shared by Others to enter the “Shared by Others” interface and then tap “Accept S...” to add it to My Device. If you don’t accept the sharing for 24hours, the sharing will be cancelled automatically.

14 Others

14.1 Help

You may view the help documentations in respect of live view, remote playback, server list, file, remote setting, local setting and so on in the help interface.



14.2 About

In this interface, you can check the information of the software version.



Select “Rate the app” to give a score for the APP.

Bug Report: when the APP crash or failure occurs, you can choose this item and send the bug report to the technical support of the APP for quickly solving the problem.

To send a bug report:

- ① Tap “User Experience Program” to agree the privacy statement.
- ② Tap the log report to show a QRcode.
- ③ Save this QRcode and send it to the technical support of the APP.

Note: You also can tap the “Send bug report” button to generate a bug report.